

Dear Sirs:

My problem is that EarthLink does not disconnect their DSL signal from my telephone line.

On May 14, 2004 informed EarthLink that I do not want their services and that I will switch to another ISP that gave me a better price. They inform me that my account would be disabling immediately. I proceeded to call Verizon and inform them that I would like to sign in for their DSL services. They told me that my line has a DSL line and that I have to wait until my previous ISP (EarthLink) disconnects their signal.

I have waited for a little more than three weeks and the Verizon still informs me that my line has a signal. I find hard to believe that a big company like EarthLink can not send a technician to my local switch and disconnect their DSL signal.

I had made various attempts to solve this problem with both companies and all I had got is a lot of time wasted waiting on the telephone and fault pointing to each other.